FY2001 IM Team Performance Measures
For the
"Provision of IM Services that Effectively Support SC HQS Business Activities"
FY2001

Performance Measure	Oct	Nov	Dec	Jan	Feb LHM Local		Mar
1. % Satisfaction with the overall quality of new IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)
2. % Satisfaction with the overall quality of current IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)		N/A (Measured annually)
3. % of Support Center calls resolved by first phone analyst before end of call	78% (313/668/.6)	61% (325/887/.6)	64% (272/713/.6)	66% (372/934/.6)	67% (145/360/.6)	48% (132/458/.6)	78% (482/1027/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	96% (677/707) Avg = 10 sec	95% (817/857) Avg = 11 sec	94% (586/623) Avg = 14 sec	94% (835/879) Avg = 18 sec	93% (351/375) Avg = 16 sec	100% (454/454) Avg = 17 sec	100% (811/811) Avg = 13 sec
5. % of Support Center "Helpdesk -Medium" calls resolved within 4 hours	72% (425/590) Avg = 10.02 hrs	56% (444/799) Avg = 9.17 hrs	57% (332/584) Avg = 10.25 hrs	55% (475/863) Avg = 29.14 hrs	58% (193/330) Avg = 28.36 hrs	58% (229/391) Avg = 10.41 hrs	43% (269/630) Avg = 7.48 hrs
6. % of time that e-mail is operational	99.9% (44625/44640 mins)	100% (43200/43200 mins)	99.9% (44600/44640 mins)	99.9% (44625/44640 mins)	100% (44320/44320 mins)		100% (44640/44640 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%		40%
8. % of CIAG action items assigned to SC621 resolved by due dates	89% (8/9)	100% (16/16)	96% (24/25)	93% (25/27)	100% (12/12)		100% (7/7)
Customer Satisfaction	**79%**	**75%**	**75%**	**75%**	**76%**	**74%**	**77%**

*CIAG – Customer Information Advisory Group

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FY2001 (Continued)

Performance Measure	Apr	May	June	July	Aug	Sept
1. % Satisfaction with the overall quality of new IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	77%
2. % Satisfaction with the overall quality of current IM services	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	N/A (Measured annually)	86%
3. % of Support Center calls resolved by first phone analyst before end of call	82% (505/1023/.6)	77% (467/1011/.6)	72% (498/1150/.6)	73% (481/1091/.6)	74% (588/1323/.6)	77% (436/935/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	100% (855/855) Avg = 13 sec	100% (933/933) Avg = 13 sec	100% (1176/1176) Avg = 12 sec	100% (1092/1092) Avg = 12 sec	100% (1396/1396) Avg = 12 sec	100% (1159/1159) Avg = 12 sec
5. % of Support Center "Helpdesk -Medium" calls resolved within 4 hours	72% (648/894) Avg = 7.14 hrs	94% (810/862) Avg = 2.82 hrs	76% (783/1024) Avg = 9.57 hrs	76% (683/901) Avg = 8.10 hrs	77% (751/1102) Avg= 12 hrs	77% (571/739) Avg = 10.48 hrs
6. % of time that e-mail is operational	100% (43200/43200 mins)	100% (44620/44620 mins)	100% (43200/43200 mins)	100% (44620/44620 mins)	100% (44620/44620 mins)	100% (44620/44620 mins)
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%	40%	40%	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	100% (13/13)	95% (21/22)	94% (16/17)	100% (11/11)	100% (8/8)	91% (10/11)
Customer Satisfaction	**82%**	**84%**	**80%**	**81.5%**	**82%**	**81%**

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FY2001 (Continued)

Performance Measure	Oct	YTD
1. % Satisfaction with the overall quality of new IM services	N/A (Measured annually)	77%
2. % Satisfaction with the overall quality of current IM services	N/A (Measured annually)	86%
3. % of Support Center calls resolved by first phone analyst before end of call	76% (531/1169/.6)	72% (5016/11580/.6)
4. % of Support Center calls the customer receives the phone analyst within 30 seconds	100% (1107/1107) Avg = 12 sec	99% (12249/12424) Avg = 13 sec
5. % of Support Center "Helpdesk-Medium" calls resolved within 4 hours	75% (733/980) Avg = 20 hrs	69% (7346/10689) Avg = 11.91 hrs
6. % of time that e-mail is operational	100% (44620/44620 mins)	100%
7. % of common suite of software and corporate systems available to the desktop that is also available through remote access	40%	40%
8. % of CIAG action items assigned to SC621 resolved by due dates	100% (6/6)	96% (161/167)
Customer Satisfaction	**82%**	**80%**